

U.S. Department of State
INTERAGENCY FOREIGN SERVICE NATIONAL EMPLOYEE POSITION DESCRIPTION

Prepare according to instructions given in Foreign Service National Handbook, Chapter 4 (3 FAH-2)

1. POST

PANAMA

2. AGENCY

STATE

3a. POSITION NO.

A31225

3b. SUBJECT TO IDENTICAL POSITIONS? AGENCIES MAY SHOW THE NUMBER OF SUCH POSITIONS AUTHORIZED AND/OR ESTABLISHED AFTER THE "YES" BLOCK. ☒ **Yes** 4 N31222, A31223, A31224 ☐ **No**

4. REASON FOR SUBMISSION

- ☒ a. Redescription of duties: This position replaces
Position No. C30124, VISA ASSISTANT (Title) 1415 (Series) FSN 6 (Grade)
- ☐ b. New Position
- ☐ c. Other (explain) _____

5. CLASSIFICATION ACTION

Position Title and Series Code

Grade

Initials

Date
(mm-dd-yy)

a. Post Classification Authority

VISA ASSISTANT, 1415

FSN-7;
FP-7

JG

09/19/04

b. Other

c. Proposed by Initiating Office

6. POST TITLE POSITION (if different from official title)

Visa Assistant

7. NAME OF EMPLOYEE

8. OFFICE/SECTION

US EMBASSY

a. First Subdivision

CONSULAR SECTION

b. Second Subdivision

VISA BRANCH

c. Third Subdivision

9. This is a complete and accurate description of the duties and responsibilities of my position.

10. This is a complete and accurate description of the duties and responsibilities of this position.

Typed Name and Signature of Employee

Date(mm-dd-yy)

Typed Name and Signature of Local Supervisor

Date(mm-dd-yy)

11. This is a complete and accurate description of the duties and responsibilities of this position. There is a valid management need for this position.

12. I have satisfied myself that this is an accurate description of the position, and I certify that it has been classified in accordance with appropriate 3 FAH-2 standards.

Typed Name and Signature of American Supervisor

Date(mm-dd-yy)

Typed Name and Signature of Human Resources Officer

Date(mm-dd-yy)

13. BASIC FUNCTION OF POSITION

The incumbent screens incoming documentation and information from different sources for both non-immigrant and immigrant (when needed) visa applications for visa adjudication.

14. MAJOR DUTIES AND RESPONSIBILITIES

% OF TIME

(See attached)

15. QUALIFICATIONS REQUIRED FOR EFFECTIVE PERFORMANCE

- a. Education:
High school diploma is required.
- b. Prior Work Experience:
Three (3) years experience in internal or external customer service, such as secretary, general clerical or office assistant is required. Minimum of three (3) months of previous US Government experience also required.
- c. Post Entry Training:
None. During probationary period, incumbent must receive on the job training.
- d. Language Proficiency: List both English and host country language(s) proficiency requirements by level (II, III) and specialization (sp/read):
Level III (Good working knowledge) Speaking/Reading/Writing Spanish is required. Level III (Good Working Knowledge) Speaking/Reading/Writing English is required.
- e. Job Knowledge:
Must be able to research and understand complex regulatory documents such as Consular and Dept. of Homeland Security (DHS) regulations, legal precedence regarding non-immigrant visa cases and procedures, post specific policies relating to visa processing, and policy and procedural guidance issued by the Bureau of Consular Affairs and the Dept. of Homeland Security. General knowledge of the culture and the socio-economic situation in Panama and at least basic understanding of US non-immigrant visa processing are required. Must know how to use a wide variety of computer applications including Word, Excel, Outlook and Internet Explorer.
- f. Skills and Abilities:
Typing skills, use of telephone relay systems, knowledge of basic filing systems are required. Must have the ability to deal courteously and effectively with the public is required.

16. POSITION ELEMENTS

- a. Supervision Received:
Incumbent is supervised directly by Visa Assistant (position No. N31201) and is reviewed by the American NIV Unit Chief.
- b. Supervision Exercised:
None
- c. Available Guidelines:
FAMs, online correspondence courses, CDs and Manuals.
- d. Exercise of Judgment:
Incumbent must use judgment in dealing with requests from the public. Must be able to determine which inquiries require referral to supervisor or colleagues.
- e. Authority to Make Commitments:
None
- f. Nature, Level and Purpose of Contacts:
Must be prepared to deal with GOP contacts from a wide range of Ministries on an ongoing clerical basis.
- g. Time Expected to Reach Full Performance Level: One year.

14. MAJOR DUTIES AND RESPONSIBILITIES

General Consular Services: The incumbent assists Consular FSO and LES supervisors in general office management. Pre-screens and performs data-entry for non-immigrant and immigrant (as needed) visa applications in preparation for interview by FSO. (45%) Carry out specific tasks assigned by supervisors, including printing visas, preparing passports for return courier delivery, and preparing and shipping non-immigrant files to the Kentucky Consular Center. (20%) Provides general information related to processing for non-immigrant and immigrant (when needed) visas via phone, e-mail, and in person. (10%) Prepares and tracks clearance cables in compliance with Departmental regulations and scans documents into cases requiring additional administrative processing. (10%) When required, prepares immigrant visa ineligibility waiver requests and immigrant visa revocation requests for FSO review. (5%) Process daily and monthly reports for NIV and IV as needed. (5%) Maintain CLASS lookout system under full aspects of accountability. (5%)